

# Mobile Device Management (MDM) FAQ

## **What is Mobile Device Management (MDM)?**

*Mobile Device Management (MDM) allows Community Healthcare System to install software applications on your phone or mobile device as well as configure e-mail settings, wifi settings, and enforce security such as passcode settings to ensure any corporate data kept on your personal device is protected.*

## **Which devices are supported for MDM?**

*Currently, only Apple iOS devices are supported. Community Healthcare System has tested Android devices, but due to the many variations between manufacturers, there is no standard mail client yet. With Microsoft releasing the Outlook for Android app, we hope to offer MDM and email on Android soon, and will be evaluation Android devices every 6 months.*

## **What changes will be made to my personal device?**

*Community Healthcare System will push a management profile to your device as well as a handful of applications. We will also configure your access to your @comhs.org email and configure the wireless settings on your device so it connects to the COMHS wireless network using a username and password which is hidden. You will not be required to enter your username and password to connect to the wireless, which did cause issues for users in the past when they were required to change their passwords. Lastly, you will be required to configure a PIN to unlock the screen on your device or, if your device is equipment, configure TouchID to unlock the device.*

## **What information on my device can Community Healthcare System access or view?**

*Information about your device such as the manufacturer, model, software version, serial number, storage space, battery charge level, IP address, MAC addresses, phone number, installed applications, data consumed, and location are all available. Note that websites you visit, any content on your device such as messages, emails, photos, etc are NOT visible or available to Community Healthcare System.*

## **Why is my location shared with Community Healthcare System?**

*Location is used for a feature called 'geofencing'. Geofencing enforces different rules based on the specific location of the device. For example, it is well known in the IT security community that China monitors all Internet traffic. For this reason, if you were to take your mobile device to*

*China, the geofencing rules will remove all Community Healthcare System policies, applications, and settings from your device while the device is physically located in China.*

*Sharing location is completely optional. When you first enroll in mobile device management, you will be prompted to share location. You can choose to share location at that time if you feel comfortable doing so. If you do not share location, geofencing rules will be enforced based on IP address and not GPS location. IP address is not as accurate as GPS location, so there is a possibility of false positives, but it is low.*

*Location tracking is also real-time, and there is no history of where the device has been, only a location of where the device is currently located. Lastly, if you were to ever lose your device, we may be able to help locate it for you.*

### **What happens if I leave Community Healthcare System?**

*If you leave Community Healthcare System, the management profile will be removed from your device and all associated settings and MDM delivered applications will be removed. The device itself will NOT be erased and all your personal data will remain unchanged.*

### **Will I be charged for the applications installed on my device?**

*No, the applications installed via MDM on your device are free applications and are actually not associated with your app store account.*

### **Does MDM affect my ability to add applications to my phone?**

*No, you may continue to purchase apps through the app store as usual.*

### **Which applications are always installed via MDM?**

*The Meraki MDM application (utilized to control the MDM software) and Duo Mobile (used for multifactor authentication) are always installed. The rest of the applications installed will depend on your device and assigned profile.*